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Date 10<sup>th</sup> January 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/12/33.

You requested the following information, please also see our response below:

**Please can you provide figures about how many hoax 999 calls SECamb received in 2018 and 2019?**

Please see table below. Please also see total calls made to the service please note this will include Hear & Treat incidents as well as duplicate calls, cancelled by caller, etc.

Year	Hoax Calls		Total calls	
	999	111	999	111
2018	1069		765724	1019783
2019	542	95*	743093	766120

Hoax calls will only include where it was identified as a hoax before a crew arrive on scene

\*Please note hoax calls for 111 are only identified from 1<sup>st</sup> April 2019 as prior to this date this was not recorded

For total 111 calls, the data shown are for contract areas currently covered by SECamb, not necessarily areas they covered in the past. Values provided are based on total calls answered.

These values are available to the public on the AQI website:

<https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/nhs-111-minimum-data-set-2019-20/>

For total 999 calls, the values provided are up to and including November 2019. Values provided are based on total calls answered. These values are available to the public on the AQI website:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. We take malicious hoax calls very seriously. They are irresponsible and dangerous as they can put lives at risk by diverting resources from genuine emergencies.

**Could you also state how many hoax 111 calls SECamb received in 2018 and 2019?**

See table above

**If possible, could you also state what was the content of some of the worst hoax calls involved?**

We are unable to break this down as it could be identifiable to individuals and is therefore exempt under Section 40 (2) – Data Protection

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust